



Employment Training Panel

Arnold Schwarzenegger, Governor

November 10, 2008

Shahab Dadjou, CEO
Redwood Regional Medical Group, Inc.
185 Sotoyome Street
Santa Rosa, CA 95405

Dear Mr. Dadjou:

RE: FINAL MONITORING VISIT REPORT for Redwood Regional Medical Group, Inc. – ET07-0233

Date of the Visit:	November 6, 2008
Beginning/Ending Time:	2:00 – 3:30 p.m.
Date of Last Visit:	June 18, 2008
Visit Location:	185 Sotoyome Street, Santa Rosa
Persons in attendance:	Lynn Cibrian, Human Resources Generalist, Redwood Regional Medical Group, Inc.; and Kristie Ohta, ETP Program Analyst
Action Required:	No

CONTRACT INFORMATION:

Term of Agreement:	12/30/06 – 12/29/06	Agreement Amount:	\$75,600
Training Start Date:	January 29, 2007	No. to Retain:	210
Date Training must be Completed:	September 28, 2008	Range of Hours:	24-60
Type of Trainee:	Retrainee	Weighted Ave. Hours:	24

SACRAMENTO CENTRAL OFFICE
1100 J Street, 4th Floor
SACRAMENTO, CA 95814
(916) 327-5640

N. HOLLYWOOD REGIONAL OFFICE
4640 Lankershim Blvd., Suite 311
NORTH HOLLYWOOD, CA 91602
(818) 755-1313

S.F. BAY AREA REGIONAL OFFICE
1065 East Hillsdale Blvd, Suite 415
FOSTER CITY, CA 94404
(650) 655-6930

SAN DIEGO REGIONAL OFFICE
5353 Mission Center Road, Suite 110
SAN DIEGO, CA 92108
(619) 686-1920

FINAL REPORT SUMMARY:

• **HISTORY OF AGREEMENT CHANGES**

The Agreement was executed on January 29, 2007 and training began on January 29, 2007. Your staff reported that all training completed on June 19, 2008, which ensured the 90-day retention period completed within the term of the Agreement.

ETP approved Revision 1 on April 20, 2007. The revision change the range of hours from 24 – 30 to 24-60. There was no monetary change in the Agreement and the number of trainees to retain remained the same.

INTERVIEW WITH THE Human Resources Generalist, Lynn Cibrian

• **What barriers, if any, did your company experience in implementing your ETP project?**

We experienced two problems while implementing the ETP project. The first was meeting the salary requirement for Santa Rosa and the second was finding an internal individual to handle the administration.

• **What problems, if any, did your company experience with ETP record keeping?**

None, once we assigned the administrative work to one person. Our Program Analyst found that we were using an unapproved roster. She assisted us in fixing the problem and we experienced no further problems.

• **What assistance could ETP have provided that would improve the process for future Contractors?**

There was nothing our Program Analyst could have done that she didn't do. She was always available and kept us on track.

• **How did your company benefit from the ETP training?**

We have a more efficient and well trained staff. We were able to streamline and implement new processes that help us to better serve our customers. We attribute our turnover rate going down to 19.5 percent to the ETP training. This allows us to earn 100 percent of the reimbursement for each trainee.

PROJECT STATUS PROVIDED BY THE CONTRACTOR:

Trainees Enrolled:	80	Total Agreement Hours:	5,040
Dropped Following Enrollment:	53	Training Hours Recorded:	1,642
Completed Training:	27	Training Hours Potentially Reimbursable:	1,285
Completed Retention Period:	27	Completed 8 hours of Training:	53
In Retention Period:	0	Completed Minimum Hours for Reimbursement:	27

ETP records indicate that 27 trainees have completed training and the 90-day retention period (13% of planned retentions). Your projects earnings are \$19,275 (25% of the encumbered total \$75,600). No invoices have been submitted. All invoices

ATTENDANCE ROSTERS:

Ms. Ohta reviewed 100 percent of the rosters for ten trainees. She found them all to meet ETP requirements for documenting the training. She found that you are using both the ETP approved multiple day/multiple trainee roster and the multiple day/individual trainee roster. She also reviewed the early rosters that were completed on a non-approved form. Each roster has an approved roster with the required information on it stapled to the roster with the signatures. These were all approved during the visit.

AUDIT:

Redwood Regional Medical Group, Inc. will be notified in writing if this agreement is selected for an audit that will be conducted either at your site (field audit) or by telephone if selected for a desk audit or "review". These notifications will be sent in advance to allow ample preparation time and will include a list of documentation that will be examined by the auditor. A list of the documentation typically examined during an audit will be included along with the Audit Notification and Audit Confirmation letters. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:

- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked during training
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

RECORD RETENTION:

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions or concerns regarding this report, please contact Kristie Ohta at 916-327-5586 or at kohta@etp.ca.gov within ten days of receiving this letter.

Sincerely,



Ruby Cohen, Manager
Sacramento Regional Office

A handwritten signature in black ink, appearing to read "Kristie Ohta".

Kristie Ohta, Contract Analyst
Sacramento Regional Office

cc: Lynn Franceschi, HR Generalist (lfranceschi@rrmginc.com)

David Guzman, Chief, Program Operations
Kulbir Mayall, Manager, Fiscal and Certification
Master File
Project File